

GM600

Measure Title: Submitting for consideration and confirmation to the Pest Control Board, Gubernatorial Nominee, TERRANCE MANAGO, for a term to expire 6-30-2019.

Report Title: Pest Control Board

Description:

Companion:

Package:

Current Referral: CPN

Introducer(s):

<u>Sort by Date</u>		Status Text
4/1/2015	S	Received.
4/1/2015	S	Referred to CPN.
4/2/2015	S	The committee(s) on CPN has scheduled a public hearing on 04-17-15 8:30AM in conference room 229.



DAVID Y. IGE
GOVERNOR

SHAN S. TSUTSUI
LT. GOVERNOR

STATE OF HAWAII
OFFICE OF THE DIRECTOR
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CATHERINE P. AWAKUNI COLÓN
DIRECTOR

JO ANN M. UCHIDA TAKEUCHI
DEPUTY DIRECTOR

TO THE SENATE COMMITTEE ON
COMMERCE AND CONSUMER PROTECTION

TWENTY-EIGHTH LEGISLATURE
Regular Session of 2015

April 17, 2015
8:30 a.m.

TESTIMONY ON GOVERNOR'S MESSAGE NO. 600.

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
AND MEMBERS OF THE COMMITTEE:

My name is May Ferrer and I am the Executive Officer for the Pest Control Board ("Board"), Department of Commerce and Consumer Affairs ("Department"). The Department thanks you for the opportunity to testify on Governor's Message No. 600, regarding the **reappointment** of Terrance Manago to the Board. The Department supports the confirmation of Mr. Manago's reappointment to the Board.

Mr. Manago is being reappointed to the Board as a licensee member. He has been licensed as a pest control operator since November 22, 2000; and his license is current, active, and in good standing.

Mr. Manago has served on the Board from July 2013 to present and has attended nine of the eleven meetings scheduled since his appointment. He is a diligent and contributing member of the Applications Review Committee and the Examination Review Committee, and his participation during meeting discussions demonstrates that

he is prepared for the matters that are on the Board's agendas and is prepared to devote additional time outside of Board meetings to carry out his Board responsibilities. The valuable insight that he has gained over his years of experience as a licensed pest control operator, his interest in serving on the Board, and his desire to contribute to the community adds to the effectiveness of the Board.

The Department supports the confirmation of Mr. Manago's reappointment to the Pest Control Board, and thanks you for the opportunity to provide testimony.



HAWAII PEST CONTROL ASSOCIATION

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April 17, 2015

Testimony To: Senate Committee on Commerce and Consumer Protection
Senator Rosalyn H. Baker, Chair

Presented By: Tim Lyons, CAE
Executive Director

Subject: GM 600 - Submitting for consideration and confirmation to the Pest Control Board, Gubernatorial Nominee, TERRANCE MANAGO, for a term to expire 6-30-2019.

Chair Baker and Members of the Committee:

I am Tim Lyons, Executive Director of the Hawaii Pest Control Association and we support this nomination. This is a reappointment for Mr. Manago who has served admirably for the last four (4) years on the Pest Control Board.

We find that Mr. Manago has been observant of the consumer needs from the pest control industry and since he comes from industry he also has that perspective. He has performed his duties in a balanced manner.

Based on the above we can recommend your advice and consent.

Thank you.

45-471 Nakuluai Street
Kaneohe, Hawaii 96744

April 15, 2015

Senate Committee on Commerce
And Consumer Protection
State Capitol
415 South Beretania Street
Honolulu, Hawaii 96813

Re: Testimony in Support of Terrance Manago
GM 600 / Pest Control Board / Gubernatorial Nominee

Dear Senators:

This letter is support of Terrance Manago's nomination on the Pest Control Board.

I have known Mr. Manago for the past 10-12 years. We coached our sons together in the Kaneohe Little League and Windward PONY leagues. During the time that I have known Mr. Manago, he has always given generously of his time and money to the children in Kaneohe. He has coached baseball, Pop Warner football, PAL basketball and AYSO soccer. He often would purchase uniforms and equipment for the kids and made a tradition of buying pizzas and refreshments for the team on Fridays so the parents didn't have to worry about dinner for them and the kids could bond outside of the sport.

Mr. Manago was always polite, patient and respectful when dealing with the parents, which can be a handful in youth sports. More importantly, he was always supportive and encouraging when it came to coaching the kids.

I have also seen Mr. Manago in his professional capacity and he is very knowledgeable about pest control and the use of pesticides. He has the same demeanor in dealing with customers as he does with others, patient and respectful. Based on my experience with Mr. Manago, I personally support his nomination and continued service on the Pest Control Board.

Aloha,



Lanson Kupau

From: mailinglist@capitol.hawaii.gov
To: [CPN Testimony](#)
Cc: lkakatsu@hawaii.rr.com
Subject: Submitted testimony for GM600 on Apr 17, 2015 08:30AM
Date: Friday, April 03, 2015 11:10:56 AM

GM600

Submitted on: 4/3/2015

Testimony for CPN on Apr 17, 2015 08:30AM in Conference Room 229

Submitted By	Organization	Testifier Position	Present at Hearing
Lynn Murakami-Akatsuka	Individual	Support	No

Comments: I strongly support GM 600 for Terrance Manago, Licensed Operator to be selected for the Pest Control Board. I have known Mr. Manago for more than 10 years and have found him to be very professional in his assessment and recommendations on pest control matters for my residence. His knowledge and expertise in pest control will be an asset for the Pest Control Board. Thank you for the opportunity to testify in strong support of GM 600. Lynn Murakami-Akatsuka

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

Terrance Manago
Hawaii Pest Solutions Inc.
1150 N. Nimitz Hwy Suite 2
Honolulu, Hawaii 96817

April 14, 2015

Honorable Rosalyn H. Baker
Senate Committee on Commerce
and Consumer Protection

RE: Nomination of Terrance Manago / Pest Control Board GM600

Dear Senator Baker:

Thank you for the opportunity to provide the following responses to the below referenced inquires.

(1) Why do you want to be a member of the Board?

I welcome the privilege and opportunity to serve on the Pest Control Board as I feel that with my experience in the industry I can make a difference and contribute to insure the quality of our industry for our consumers.

I have 30 years of experience in the industry not only as an employee and an owner. Having come up through the ranks, I have a unique perspective of what our consumers expectations are and how we, as an industry, can better serve them

(2) What do you perceive are the roles and responsibilities of a member of the Board?

In general, my perceptive is that Pest Control Board is responsible for the protection of our consumers who rely upon licensed, qualified and safe pest solutions at competitive prices. The Board is responsible to uphold the highest standards of fairness and integrity in the industry

More specifically, pursuant to HRS Sec. 460J-3 the Board is responsible for granting, suspending or revoking licenses; adopting, amending or repealing rules to effectuate chapter 460J; and verification of liability insurance.

(3) In what ways do you feel that you can help protect the consumer?

The ways that I can help protect the consumer is by being honest in my opinions with others concerning the good and bad aspects of our industry and how to address them. Also, I am willing to work hard and share my experience with other Board members in order to find solutions that will be of benefit for our consumers. I am also open to any and all suggestions from others to better serve our industry.

(4) Given your understanding of the roles and responsibilities of a Board member, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise and knowledge that would aid you as a member of the Board.

I began working in the industry in 1985 as a pest control operator. Over the past 30 years, I have been employed by various pest control companies, such as Island Termite, Spectrum Termite & Pest Control, Terminix and Integrated Pest Management. Currently, I own and operate Hawaii Pest Solutions Inc. I am a State of Hawaii licensed pest control operator and a certified City & County Special Inspect. I am a former president of the Hawaii Pest Control Association. My experience in the industry includes both inspection and treatment of commercial and residential properties. My continued education to keep up with the latest products, techniques and equipment include attending numerous seminars and conferences.

(5) What do you hope to accomplish during your term of service?

My goal as a member of the Pest Control Board is to leave the pest control industry a safer industry then when I started. Our consumers' experience with a pest control company should be one of satisfaction with peace of mind, not frustration.

(6) Name three qualities that best describe you and how these qualities will benefit the Board.

Honesty- In order to gain a consumer's trust, confidence and more importantly, the consumer's repeat business and referrals, you must be honest in your evaluation of the situation at hand, honest in your proposal, honest in your follow up and honest when a problem arise.

I will be honest (yet respectful) in my opinions with other Board members. Having honest discussions concerning the good and bad aspects of our industry and how to address them can only help our consumers and the industry's reputation as a whole.

Experienced- With 30 years of experience, I have worked in every job in the industry and seen just about every situation imaginable. My experience has afforded me the opportunity to service my consumers in the most efficient means possible.

I am eager and willing to share my experience with the other Board members in order to find solutions for our consumers.

Humble- In order to be successful in any endeavor, including owning your business, you must be humble in your approach with your consumers. Humility and hard work is what has allowed me to survive in this competitive industry for nearly three decades.

Being humble means being able to accept criticism and suggestions from others. I intend to work hard with my other Board members to find solutions to our consumers' problems for the betterment of our industry and look forward to any and all suggestions they may have to help me become a better pest control operator and business owner.

(7) Name a previous experience you've had that will be beneficial as a Board member.

My experience as a former HPCA president allowed me to work with my competitors, discuss differing views and perspectives on various industry related topics and work together to resolve our differences in a professional manner.

(8) Can you foresee any possible conflicts of interest that could arise during your service on the Board? How would you overcome conflicts of interest?

No, I do not see any conflicts of interest happening however, should they arise, I will treat the situation with fairness and honesty and provide the best possible solution given the circumstances.